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Inspector General's Survey
of the
Central Reference Service
March 1972

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SUMMARY

25X1 1. The mission of the Central Reference Service, as defined in [] is a clear statement of the activities and services performed by it on behalf of the Agency and the USIB community. Furthermore, those mission elements pertaining to the production of [] intelligence and the development of document dissemination policies, procedures, and services have recently been reaffirmed as of priority interest by OPPE's FY-1974-1975 Planning Guidance paper.

2. We found that the objectives or goals of the Service had been rather well defined in Project CHIVE planning papers in anticipation of the 1967 reorganization of GCI. Of eight goals, four had been achieved. The remainder have been satisfied in part or not at all. Specifically, the new organization has failed to coordinate the activities of document indexers and analysts to the extent sought by the planners due largely to the physical and management separation of these two classes of employees; and it has caused the analyst to become increasingly a non-participant in the operation of the organization's AEGIS document retrieval system by the creation of specialist query processors. We propose a minor reorganization and resubordination of personnel to redress these deficiencies.

3. We also observed a surprising rigidity in personnel policies of the Service resulting in a sharp stratification of employees

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